

DIALOG SEARCH
05 June 2002

File 15:ABI/Inform(R) 1971-2002/Jun 04
(c) 2002 ProQuest Info&Learning
File 9:Business & Industry(R) Jul/1994-2002/Jun 04
(c) 2002 Resp. DB Svcs.
File 623:Business Week 1985-2002/Jun 04
(c) 2002 The McGraw-Hill Companies Inc
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 275:Gale Group Computer DB(TM) 1983-2002/Jun 04
(c) 2002 The Gale Group
File 624:McGraw-Hill Publications 1985-2002/Jun 04
(c) 2002 McGraw-Hill Co. Inc
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 636:Gale Group Newsletter DB(TM) 1987-2002/Jun 04
(c) 2002 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2002/Jun 04
(c) 2002 The Gale Group
File 16:Gale Group PROMT(R) 1990-2002/Jun 04
(c) 2002 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2002/Jun 05
(c)2002 The Gale Group
File 20:Dialog Global Reporter 1997-2002/Jun 05
(c) 2002 The Dialog Corp.
File 610:Business Wire 1999-2002/Jun 05
(c) 2002 Business Wire.
File 613:PR Newswire 1999-2002/Jun 05
(c) 2002 PR Newswire Association Inc
File 348:EUROPEAN PATENTS 1978-2002/May W02
(c) 2002 European Patent Office
File 349:PCT FULLTEXT 1983-2002/UB=20020530,UT=20020523
(c) 2002 WIPO/Univentio
File 634:San Jose Mercury Jun 1985-2002/Jun 04
(c) 2002 San Jose Mercury News
File 256:SoftBase:Reviews,Companies&Prods. 82-2002/May
(c)2002 Info.Sources Inc
File 625:American Banker Publications 1981-2002/Jun 05
(c) 2002 American Banker
File 268:Banking Info Source 1981-2002/May W4
(c) 2002 ProQuest Info&Learning
File 626:Bond Buyer Full Text 1981-2002/Jun 05
(c) 2002 Bond Buyer

File 267:Finance & Banking Newsletters 2002/Jun 03

(c) 2002 The Dialog Corp.

File 139:EconLit 1969-2002/May

(c) 2002 American Economic Association

File 608:KR/T Bus.News. 1992-2002/Jun 05

(c)2002 Knight Ridder/Tribune Bus News

Set Items Description

S1 35835 FIRST(W)PERSON

S2 245 S1(3N)(LANGUAGE OR TEXT OR TERM? ? OR WRITING)

S3 14 S2(S)(CONVERT? OR CONVERSION OR TRANSLAT? OR
INTERPRET? OR
TRANSFORM?)

S4 11 S3 NOT PY>2000

S5 2028482 (DISPUTE? ? OR COMPLAINT? ? OR GRIEVANCE? ? OR GRIPE OR
PR-

OTEST? ? OR ARGUEMENT)

S6 2652942 (DISPUTE? ? OR COMPLAINT? ? OR GRIEVANCE? ? OR GRIPE OR
PR-

OTEST? ? OR ARGUEMENT? ? OR CONFLICT? ?)

S7 36 S6 AND S2

S8 27 S7 NOT PY>2000

S9 22 RD S8 (unique items)

S10 3213946 DISPUTE(2N)RESOLUTION OR ADR OR
CONFLICT(2N)RESOLUTION OR -

MEDIAT? OR ARBITRAT? OR NEGOTIAT? OR SETTLEMENT

S11 21 S10 AND S2

S12 19 S11 NOT PY>2000

S13 17 RD S12 (unique items)

S14 196714 (DISPUTE OR CONFLICT OR COMPLAINT OR GRIEVANCE OR
GRIPE)(4-

N)(RESOLUTION OR RESOLV? OR SETTLE OR SETTLING OR
SETTLEMENT -

OR MEDIAT? OR ARBITRAT?)

S15 1 S14 AND S2

S16 3260 S14(S)(ARGUMENTATIVE OR ANGRY OR TENSION OR
OBJECTIVE OR C-

ONFRONTATIONAL OR AGGRESSIVE)

S17 344 S14(5N)(ARGUMENTATIVE OR OBJECTIVE OR
CONFRONTATIONAL OR A-

GGRESSIVE)

S18 7 S17 AND ((COMMUNICATION OR TALKING OR WRITING OR
SPEECH)(3-

N)(STYLE OR FORM))

S19 131 S17 AND (COMMUNICATION OR TALK OR TALKING OR WRITING
OR SP-

EECH)

S20 112 S19 NOT PY>2000

S21 93 RD S20 (unique items) *uns. dered all (Ti, kwic)*

S22 0 S21 AND (FIRST(2N)PERSON)

S23 0 S17 AND (FIRST(2N)PERSON)

S24 3 S17 AND (LINGUISTIC? ? OR STYLE(2N)(SPEECH OR WRITING))

S25 3907 S1 AND S6

S26 249 S1 AND S14

S27 44 S1(5N)(LINGUISTIC? ? OR UTTERANCE? ? OR SPEECH)

S28 0 S27 AND S14

S29 187 S26 NOT PY>2000

S30 153 RD S29 (unique items) *considered all (Ti, kwic)*

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